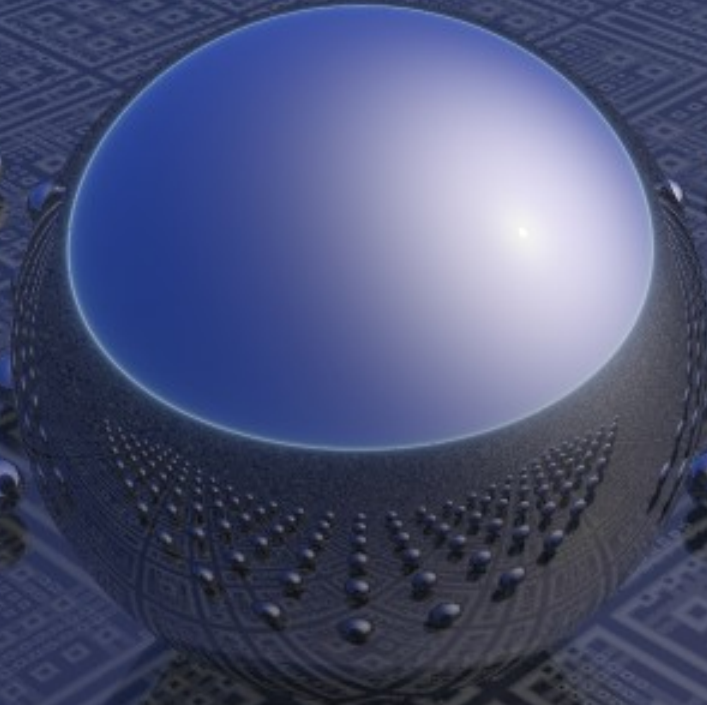




Quality Assurance in the BAH Process

PHMA Service Day
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Presenters



◆ **Tim Fowlkes**

**Director, Basic Allowance for
Housing**

**Office of the Deputy Under
Secretary of Defense for
Military Personnel Policy
(Compensation)**

◆ **Cris Robinson**

Project Manager

Runzheimer International

BAH Program Costs

◆ 1999 5 Billion

◆ 2002 7.69 Billion

◆ 2003 9.05 Billion

◆ 2004 9.84 Billion

◆ 2005 10 + Billion

Quality Assurance

◆ Definition

A planned program consisting of: all actions necessary to provide adequate confidence that an item or product conforms to established technical requirements; and, activities designed to evaluate the process by which products are developed or manufactured.

Quality Assurance

Quality Assurance is about confidence – are we doing the right thing the right way at the right time, and do we get the right results?



Quality Assurance

Before Data Collection

- **MHO Training**
- **Census Tract Exclusions**



Quality Assurance

During Data Collection



**Telephone
Verify
Rental
Properties**



Site Visits



**Real-time
Validation**



Quality Assurance

After Data Collection



**Compare
MHO Data**



**Statistical
QA Checks**



Audits



Audience Questions





Thank You

